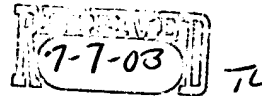


Official



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Anderson et al.  
Serial No. : 09/431,017  
Filed : November 1, 1999  
For : RELATIONSHIP BASED TASK AND RESOURCE  
CALL CENTER MANAGEMENT SYSTEM AND METHOD  
Attorney's Docket : DAVOX-164XX  
Examiner : Q. Nguyen  
Group Art Unit : 2642

I hereby certify that this correspondence is being facsimiled to fax phone number (703) 872-9314 addressed to: BOX AF, Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on July 7, 2003.

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RESPONSE AFTER FINAL

BOX AF  
Commissioner of Patents  
PO Box 1450  
Alexandria, VA, 22313-1450

Sir:

In response to the Office Action dated May 6, 2003, please reconsider the above-identified Patent Application in view of the following remarks: